

2019 APGA SOAR Survey
Topic: Employee Safety

Question	Question Type
Does your utility have a written employee safety manual and/or employee safety procedures?	Yes / No
If no, does your utility have a program that provides the equivalent of formal written safety procedures? Please describe:	Open-Ended Response [SOAR Task Group may grant points]
Does your system include a statement from management in your Safety Manual that expresses a commitment to safety that will be followed for all work practices?	Yes/ No
Does your utility have a formal training program addressing employee safety?	Yes / No
Properties and hazards of Natural Gas	Yes/ No
Odorant Safety <i>(Also click if utility personnel do not handle odorant because the utility receives odorized gas and doesn't operate its own odorizers)</i>	Yes/ No
Fire safety/Use of fire extinguishers	Yes/ No
For each of the following safety issues, please check if you:	
Head Protection	Yes/ No
Eye and Face Protection	Yes/ No
Hand Protection	Yes/ No
Foot Protection	Yes/ No
1. Address it in your Safety Manual or safety Program (check all that apply)	
Personal protective clothing	Yes/ No
2. Include in your employee safety training program (check all that apply)	
Hearing Protection	Yes/ No
Respiratory Protection/Use of respirators	Yes/ No
Ladder Safety	Yes/ No
Tool Safety	Yes/ No
Excavation, Trenching and Shoring	Yes/ No
Work Area Protection (barricading and traffic control)	Yes/ No
Purging	Yes/ No
Does your utility conduct periodic, large scale (e.g. 30 minutes or longer) safety meetings for all field employees?	Yes, quarterly or more often Less than quarterly No
Does upper management attend large scale safety meetings at least once per year?	Yes / No
Does your utility conduct periodic short format (e.g. 10-15 minute "Tailgate" sessions) for all field employees?	Yes, at least monthly Less than monthly No
Does your company require pre-job safety briefings at all job sites?	Yes, even on routine jobs Sometimes, only required for "high risk" jobs No
Other (please specify)	Open-Ended Response [SOAR Task Group Review]
Does your utility have a mechanism for employees to submit safety suggestions or "near miss" information?	Yes / No
Do 1st line supervisors attend at least 90% of all safety meetings with their crews?	Yes / No
Does your utility conduct safety meetings for administrative and office staff?	Yes / No
Is your utility's safety program managed by or periodically evaluated by a trainer or manager/evaluator that is an employee safety SME? That individual may be a Certified Safety	Open-Ended Response [SOAR Task Group Reviews]

<p>Does your utility have a formal or informal safety recognition program for your employees? For example: A formal program may reward your field employees with a steak lunch if they go a specified number of days without a safety incident. An informal program may simply recognize individuals for addressing a safety issue during a staff meeting.</p>	<p>A. Yes, we have a safety recognition program with stated goals B. Non-stated goals C. No</p>
<p>Does your utility provide fire-resistant clothing to field workers that may work in flammable gas atmospheres?</p>	<p>Yes / Our procedures do not allow workers to enter flammable gas atmospheres No</p>
<p>Does your safety program specify working conditions under which workers must wear fire-resistant clothing?</p>	<p>Yes No N/A</p>
<p>Does your utility have a policy requiring contractors to have a suitable worker safety program?</p>	<p>Yes No N/A</p>
<p>Does your utility have a formal written policy for vehicle safety? Seat belt use</p>	<p>Yes / No Yes</p>
<p>Does the policy address (Check all that apply)? Cell phone use No formal written policy</p>	<p>Yes Yes</p>
<p>Does your utility offer safe driver training?</p>	<p>Yes No</p>
<p>Does your utility submit an OSHA form 300 or use another evaluation and tracking method that includes comparable incident rate and documentation?</p>	<p>Yes or equivalent No</p>
<p>Does upper management review employee safety incident rate data at least annually?</p>	<p>Yes / No</p>
<p>Does your utility have formal or informal procedures for investigating employee injuries?</p>	<p>Yes / No</p>
<p>Do employee injury investigations result in written reports identifying causes and corrective actions?</p>	<p>Yes / No</p>
<p>Are employees provided with the findings of employee injury investigations, either or both in writing or verbally at safety meetings?</p>	<p>Yes / No</p>
<p>Have we overlooked anything that demonstrates your utility's commitment to operational excellence in the area of employee safety that you believe should be considered in SOAR?</p>	<p>Open Ended [SOAR Task Group to Review]</p>

2019 APGA SOAR Survey
Topic: System Improvement

Question	Question Type
Trenchless installation (e.g. horizontal boring)	Yes / No
SCADA and/or telemetry	Yes / No
Has your utility evaluated the use of and/or implemented any of the following technologies? (check all that apply) Note: Your system need not have implemented these technologies to respond "Yes". You are only required to have evaluated the potential costs and benefits of the technology.	Yes / No
Meter changeout program/schedule (or equivalent program for ensuring meter accuracy)	Yes / No
Geographic Information system (GIS)/Digital mapping	Yes / No
Natural Gas Vehicle Program	Yes / No
Automatic Meter Reading (AMR) or /Advanced Metering Infrastructure (AMI)	Yes / No
Mobile workforce technology	Yes / No
Mobile leak detection	Yes / No
Other technologies Please describe the technology & how it is new or innovative for your system.	Open Ended Response [SOAR Task Group Review]
Does your utility have a documented capital improvement plan?	Yes / No
Does your utility have a formal written program for reviewing inspection and maintenance records to determine the need to replace any portion of your distribution system?	Yes / No
Does your system utilize a network modeling program (e.g. Gasworks, Synergee, etc.)?	Gasworks or Synergee No
Does your system utilize another network modeling program?	[SOAR Task Group Review]
Does your utility have an annual planning review/budgeting process?	Yes / No
How often does your utility review rates charged to customers for gas service? Note: This question is referring to a rate review (performed by an external consultant or performed internally) and is not requiring an official rate study.	At least once per year At least once every 2 years At least once every 3 years At least once every 4 years At least once every 5 years > 5 years or no fixed schedule
Is your utility a member of the APGA Research Foundation?	Yes / No
Does your utility participate in any other research and development programs other than the APGA Research Foundation? (Please describe) Please describe any other programs your utility uses to keep abreast of current technology for gas distribution.	Open Ended Response [SOAR Task Group Review]
Does your utility have programs (excluding those required by API RP 1162 for Public Awareness) to educate customers about the benefits of natural gas and new technologies? Please describe.	Open Ended Response [SOAR Task Group Review]
Does your utility offer rebates or other incentives for customers to use new technologies? Check all that apply.	Yes / No Yes / No Yes / No Yes / No
High efficiency furnaces	Yes / No
High efficiency water heaters	Yes / No
Natural gas vehicles	Yes / No
Combined heat and power (CHP)	Yes / No
Other utilization technologies (please specify)	Open Ended Response [SOAR Task Group Review]
Is there anything else anything that demonstrates your utility's commitment to operational excellence in the area of System Improvement that you would like the SOAR review committee to consider?	Open Ended Response [SOAR Task Group Review]

2019 APGA SOAR Survey
Topic: System Integrity

Question	Question Type
Does your utility have a written policy for maintaining design, construction, inspection and maintenance records?	Yes / No
If not, please explain how your gas utility ensures that design, construction inspection and maintenance records are maintained.	Open-Ended Response [SOAR Task Group Review]
Does your utility have a written records retention policy?	Yes / No
If not, please explain how your gas utility ensures that design, construction, inspection and maintenance records are retained.	Open-Ended Response [SOAR Task Group Review]
Does your utility have a standard filing system (paper or electronic) that ensures that records are organized and readily retrievable?	Yes / No
If not, please explain how your gas utility ensures that design, construction, inspection and maintenance records are retrievable when necessary.	Open-Ended Response [SOAR Task Group Review]
Does your utility have standard forms/formats for documenting inspections, repairs, 3rd party damages and other activities related to operations, maintenance and regulatory compliance?	Yes / No
Does your utility have a program in place for backing up critical hard copy and/or electronic records?	Yes = 1 Point No = 0 Points
If not, please explain how your gas utility ensures that these records will be protected in the event of flood, fire or other disaster that destroys the primary records storage facility.	Open-Ended Response [SOAR Task Group Review]
Does your utility have a written emergency plan for the gas utility?	Yes = 2 Points No = 0 Points
How often is your emergency plan reviewed and updated?	At least once per year = 4 Points At least every 2 years = 3.5 Points
Does your utility utilize the Incident Command System framework and if so are employees trained ?	Yes / No
Have all levels of personnel taken the free online NIMS ICS training courses	All Applicable Employees = 1 Point Emergency Responders Only = 0.5 Point No = 0 Points
Does your utility have a written checklist/script to be followed by utility personnel who receive odor complaints and other potential emergencies from customers and the general public?	Yes / No
If there is not a written checklist please describe how your gas utility ensures that personnel who receive notice of odors or potential emergencies ask for and record the proper information from the caller.	Open-Ended Response [SOAR Task Group Review]
Does your utility have a program for maintaining liaison with emergency responders in your area?	Yes / No
How often does your system participate in practice/mock emergency drills?	A. At least once per year B. At least once every 2 years C. At least once every 3 years D. Less frequently than every 3 years E. We have no fixed schedule F. Never
Do you include emergency responders in your mock drills?	Always Sometimes Never
If not, please explain how your gas utility ensures that it is prepared to implement it's emergency procedures	Open-Ended Response [SOAR Task Group Review]
Do you have mutual aid agreements in place with other utilities and/or trade associations for gas related or general business continuation agreements. (e.g. Not just electric mutual aid for combination joint utilities)?	Yes / No

If not, describe how your gas utility would arrange for outside support in the event of a catastrophic event.	Open-Ended Response [SOAR Task Group Review]
In your most recent inspection report did your utility receive any notices of probable violation (NOPV) of pipeline safety regulations?	Yes / No
If yes, how many of those NOPVs have been addressed through compliance, a schedule for coming into compliance or other means?	A. All Addressed B. 1 Unaddressed C. 2 Unaddressed D. Greater than 2 Unaddressed
Is your utility currently challenging any of the unaddressed NOPVs (e.g. providing information to the agency showing one or more are not violations)?	Yes / No
If yes, describe which NOPVs are being challenged and why.	Open-Ended Response [SOAR Task Group Review]
Does your utility conduct internal audits to identify potential violations of pipeline safety regulations and utility procedures?	Yes / No
If you do not conduct formal compliance audits please describe how you ensure that all pipeline safety regulations and utility procedures are followed.	Open-Ended Response [SOAR Task Group Review]
If yes, how often are internal audits conducted?	At least once per year Less frequently than once every 2 years No Fixed Schedule We don't conduct audits
Is your Operations and Maintenance Manual up-to-date (e.g. reviewed within the past year) and available to all operations and maintenance personnel?	Yes / No
Are your Operations and Maintenance Procedures up-to-date (reviewed in the past year) and available to all operations and maintenance personnel? By procedures we refer to the instructions for performing specific tasks such as leakage surveys or regulator inspections.	Yes / No
Is your Operator Qualification Plan up-to-date (reviewed in the past year), available to all personnel who perform covered tasks and being carried out as written?	Yes / No
Is your Public Awareness Plan on-hand, reviewed, up-to-date and being carried out as written?	Yes / No
Is your Damage Prevention Plan on-hand, reviewed, up-to-date and being carried out as written?	Yes / No
Is your Distribution Integrity Management Plan on-hand, reviewed, up-to-date and being carried out as written?	Yes / No
If your utility identified specific Accelerated Actions through your DIMP plan to reduce risk on your distribution pipeline system have performance measures been established to track the success of those Accelerated Actions?	Yes = 1 Point Not applicable -- our DIMP plan does not include accelerated actions = 1 Point No = 0 Points
Is your utility a member of a state damage prevention (One-Call) System?	Yes / No
Does your utility participate in a utility coordination council or similar regional or local damage prevention group?	A. Yes B. There are no such groups in our area C. No
Is your utility current on all required surveys, monitoring and inspections required by your operations and maintenance manual and procedures?	A. All surveys, monitoring and inspections are current B. One survey, monitoring or inspection is overdue C. Two or more surveys, monitoring or inspections are overdue
Does your utility have a clear, understandable and well-communicated chain of command? It does not have to be in writing as long as all employees understand who they report to, who reports to them and their level of authority.	Yes / No

Does the chain of command include provisions for addressing communications and management when one or more members are absent?	Yes / No
Is your utility's upper management involved in decisions concerning system safety and integrity?	Upper management is fully involved and committed = 4 Points Upper management is marginally involved = 2 Points Upper management is not involved = 0 Points
Does your utility have a program for discovering, grading, documenting and repairing leaks?	Yes / No
Does your utility regularly review the percent of lost and unaccounted for gas (UAF)?	Yes / No
Does this policy include investigating the cause of unexpected changes in the percent of UAF?	A. Yes B. We have no UAF review policy
What was the UAF percent for your utility last year?	A. Less than 1 percent B. 1-2 percent C. 2-3 percent D. 3-4 percent E. 4-5 percent F. >5%
Does your utility have process for accurately accounting for gas used in utility operations (e.g. line heaters and other system use)? This can include actually measuring gas used in utility operations or estimating unmetered system use.	A. Yes B. N/A - We don't use any natural gas in our operations C. No
Does your utility investigate the causes of 3rd party damages?	Yes / No
Does your utility submit information on excavation damages to the Common Ground Alliance DIRT (Damage Information Reporting Tool) Program?	Yes / No
Has your utility reviewed the Common Ground Alliance Best Practices and implemented those that are applicable?	Yes / No
Does your utility participate in the plastic pipe failure data collection project (http://www.apga.org/i4a/pages/index.cfm?pageid=3313)?	Yes / No
Does your utility have a clearly defined policy for transferring funds from the system to other areas of the organization, including payments in lieu of taxes; compensation for customer service, finance, accounting, legal, etc; as well as general fund transfers, as applicable.	A fund transfer policy is in effect = 1 Point N/A- We do not transfer funds outside the utility = 1 Point No = 0 Points
Is there anything else anything that demonstrates your utility's commitment to operational excellence in the area of System Integrity that you would like the SOAR review committee to consider?	Open-Ended Response [SOAR Task Group Review]

2019 APGA SOAR Survey
Topic: Workforce Development

Question	Question Type
Is your system a member of a national, regional, state or local industry trade association?	Yes / No
If yes, are there employees from your system that participate (remotely or in-person) in an industry trade association committee?	Yes/ No
Does the utility provide opportunities for employees at all levels for certification, training and education (Select all that apply)?	<p align="center">Opportunities are provided for employees to advance outside of their career path Yes/ No</p> <p align="center">Opportunities are provided for employees to advance inside their career path Yes / No</p> <p align="center">Opportunities are provided for employees to receive training for their current position Yes / No</p> <p align="center">None is Provided None is Provided</p>
Have written job descriptions been developed for all positions, describing the duties, responsibilities, required skills, training, knowledge and abilities of each position?	Yes / No
Does the utility have a written plan that describes the procedure for recruitment and retention?	<p align="center">Plan covers retention Yes / No</p> <p align="center">Plan covers recruitment Yes / No</p> <p align="center">No plan No Plan</p>
Does the utility have a written formal succession plan?	<p>A. Yes, covering all positions</p> <p>B. Yes, covering some positions</p> <p>C. No written succession plan</p>
When was the last time the succession plan was reviewed and, if necessary, updated?	<p>A. Within the last year</p> <p>B. Within the last 2 yrs</p> <p>C. Within the last 3 yrs</p> <p>D. Greater than 3yrs ago</p> <p>E. Not applicable - we have no succession plan</p>
Does the utility have a formal written process to evaluate and advise employees of their performance at least annually?	<p>A. Formal Written Performance Appraisals are Provided to the Employee on at least an Annual Basis</p> <p>B. Less Than an Annual Basis</p> <p>C. Formal Written Performance Appraisals are Not Performed</p>
Is there anything else anything that demonstrates your utility's commitment to operational excellence in the area of Workforce Development that you would like the SOAR review committee to consider?	<p>Open Ended Response</p> <p>[SOAR Task Group Review]</p>